

Customer Satisfaction Report

For the Period 10/1/2004 to 9/30/2005

Survey information by Division for CIT Surveys

Snapshot Date: 10/3/2005

Were the Consultant(s) Courteous?

"Yes" or "No" response requested. Information displays only where responses were captured.

| | DCS | DCSS | DECA | DNST | ODCIO | Total |
|-----|------|------|------|------|-------|-------|
| No | 53 | 2 | 5 | 1 | 1 | 62 |
| Yes | 4242 | 61 | 118 | 281 | 0 | 4702 |

Did the Consultant(s) Understand the Problem/Request?

"Yes" or "No" response requested. Information displays only where responses were captured.

| | DCS | DCSS | DECA | DNST | ODCIO | Total |
|-----|-------|------|------|------|-------|-------|
| No | 68 | 2 | 6 | 4 | 1 | 81 |
| Yes | 4,227 | 61 | 117 | 278 | 0 | 4,683 |

Was the Problem/Request Resolved in a Timely Manner?

"Yes" or "No" response requested. Information displays only where responses were captured.

| | DCS | DCSS | DECA | DNST | ODCIO | Total |
|-----|-------|------|------|------|-------|-------|
| No | 38 | 3 | 7 | 0 | 1 | 49 |
| Yes | 4,257 | 60 | 116 | 282 | 0 | 4,715 |

Did You Feel that You Received Effective Support from All the Consultants Who Handled Your Problem/Request?

"Yes" or "No" response requested. Information displays only where responses were captured.

| | DCS | DCSS | DECA | DNST | ODCIO | Total |
|-----|-------|------|------|------|-------|-------|
| No | 18 | 1 | 1 | 1 | 1 | 22 |
| Yes | 4,277 | 62 | 122 | 281 | 0 | 4,742 |

Was the Problem/Request Resolved to Your Satisfaction?

"Yes" or "No" response requested. Information displays only where responses were captured.

| | DCS | DCSS | DECA | DNST | ODCIO | Total |
|-----|-------|------|------|------|-------|-------|
| No | 88 | 3 | 9 | 12 | 1 | 113 |
| Yes | 4,207 | 60 | 114 | 270 | 0 | 4,651 |

How Would You Rate Your Overall Customer Experience?

"Completely Dissatisfied", "Somewhat Dissatisfied", "Satisfied", "Very Satisfied" or "Excellent" response requested. Information displays only where responses were captured.

| | DCS | DCSS | DECA | DNST | ODCIO | Total |
|-------------------------|-------|------|------|------|-------|-------|
| Completely Dissatisfied | 19 | 1 | 0 | 1 | 1 | 22 |
| Somewhat Dissatisfied | 41 | 3 | 6 | 4 | 0 | 54 |
| Satisfied | 218 | 4 | 15 | 27 | 0 | 264 |
| Very Satisfied | 683 | 15 | 26 | 63 | 0 | 787 |
| Excellent | 3,334 | 40 | 76 | 187 | 0 | 3,637 |

DCS

Number of Surveys Sent During Period: 74,324

Number of Surveys Returned: 4299

Rate of Return: 5.70 %

DCSS

Number of Surveys Sent During Period: 1,661

Number of Surveys Returned: 63

Rate of Return: 3.70 %

DECA

Number of Surveys Sent During Period: 2,547

Number of Surveys Returned: 123

Rate of Return: 4.80 %

DNST

Number of Surveys Sent During Period: 7,080

Number of Surveys Returned: 282

Rate of Return: 3.90 %

ODCIO

Number of Surveys Sent During Period:

Number of Surveys Returned: 1

Rate of Return: %